Optical provider user guide

online claims submission

... convenient service, delivered through an easy-to-use secure web site

http://provider.ab.bluecross.ca/optical

ALBERTA BLUE CROSS®

February 2014

Optical provider user guide

online claims submission

Alberta Blue Cross is pleased to offer online claims submission for optical providers. This convenient service is delivered through an easy-to-use secure web site, and is available at no cost to all optical providers across Alberta.

Online submission provides the convenience of direct billing for eligible services for your customers with coverage through Alberta Blue Cross group and individual benefit plans, ASEBP, Optical Assistance for Seniors Program and Alberta Human Services program. You are assured of prompt payment directly from Alberta Blue Cross, while retaining existing customers and gaining a competitive advantage over providers who may choose not to submit claims online.

When submitting claims online, this service will predetermine the patient's coverage and confirm

- the amount Alberta Blue Cross will pay to your office, and
- the amount you will need to collect from the patient.

Registering for site access

To register for online claims submission, please complete the Request for Secure Web Site Access form. If you want payments to be deposited directly into your bank account, please complete the Application for Direct Deposit of Funds form. These forms can be accessed through our public web site at www.ab.bluecross.ca.

Please mail or fax your completed form to:

Health Services Provider Relations, Alberta Blue Cross
10009 108 Street, Edmonton, AB T 5J 3C5

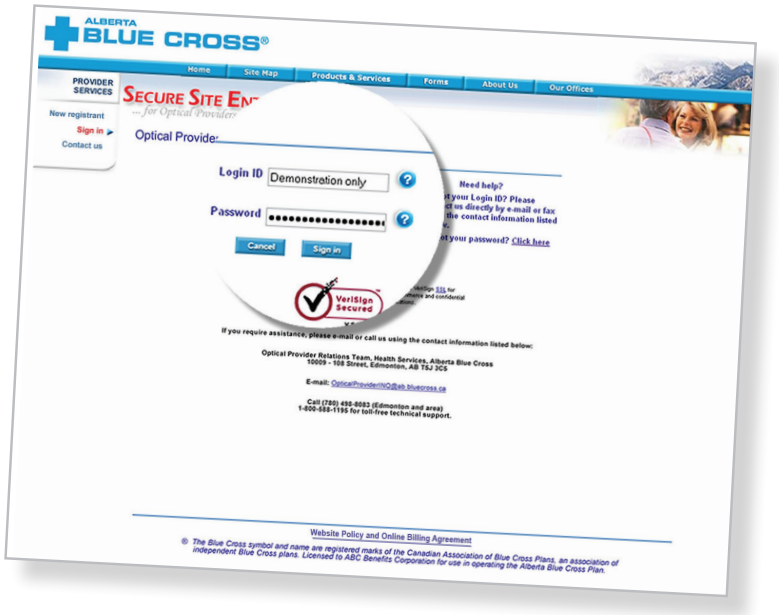
Fax: 780-498-3544

The Health Services Provider Relations team at Alberta Blue Cross will create your web site access based on your completed registration form. To protect your security, a login ID and temporary password will be sent in two separate e-mails to the e-mail address provided on your registration form. Once you have received both of these e-mails, you can begin serving your customers through online claims submission.

Getting started online

Please refer to the information in the e-mails Alberta Blue Cross sends you when your initial registration is approved. These e-mails will contain your login ID and temporary password. Navigate to the Optical Provider Online Services web site at: **http://provider.ab.bluecross.ca/optical** and enter the login ID and password in the applicable fields.

You will be asked to agree to the Web Site Policy and Online Billing Agreement, set up your two "Reminder Questions" and change your temporary password. This information will be used to verify your identity if you forget your password or require information about your account. Subsequent sign-ins will only require your login ID and password.



Claiming online is quick, easy and secure!

Alberta Blue Cross has separate processes for entering claims for ***group and individual*** *plan members, and for members covered under the* ***Optical Assistance for Seniors Program*** *or* ***Alberta Human Services.***

Claiming online is quick, easy and secure! After validating a patient's identity and predetermining or preauthorizing results as confirmed by the patient, you simply submit the claim for processing. Within seconds of submission, results are displayed. The patient will be required to pay only the portion not covered under their benefit plan. The transaction is then complete.

Alberta Blue Cross has designed separate processes for entering claims for

- group and individual plan members (page 3),
- members covered under the Optical Assistance for Seniors Program (page 3), and
- members covered under Alberta Human Services (page 11).

There are differences in the screen requirements, so please ensure patient information is entered on the correct screens. If a member has Coordination of Benefits (COB) between a group or individual plan and an Alberta Human Services program, please enter the claim through the group and individual plan area of the site. If there is a remaining balance that may be considered under the Alberta Human Services program, please complete and submit a claim form to Alberta Blue Cross for assessment. Similarly, if primary payment has been made by another insurer, a completed claim form will be required to consider the balance under the Alberta Human Services program.

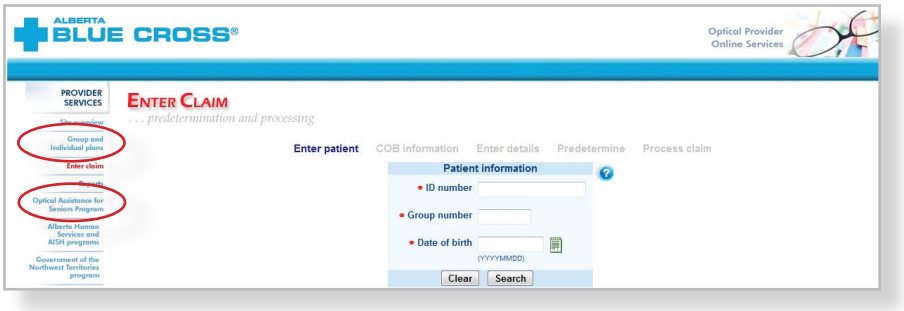
Please note that payments for group, individual and Optical Assistance for Seniors Program participants will be issued on the same statement. Payments for Alberta Human Services programs will be issued on a separate statement on alternate weeks.

Help

If you have questions about a screen, click on the blue button with a question mark. The help button has answers to questions that are frequently asked about the section.

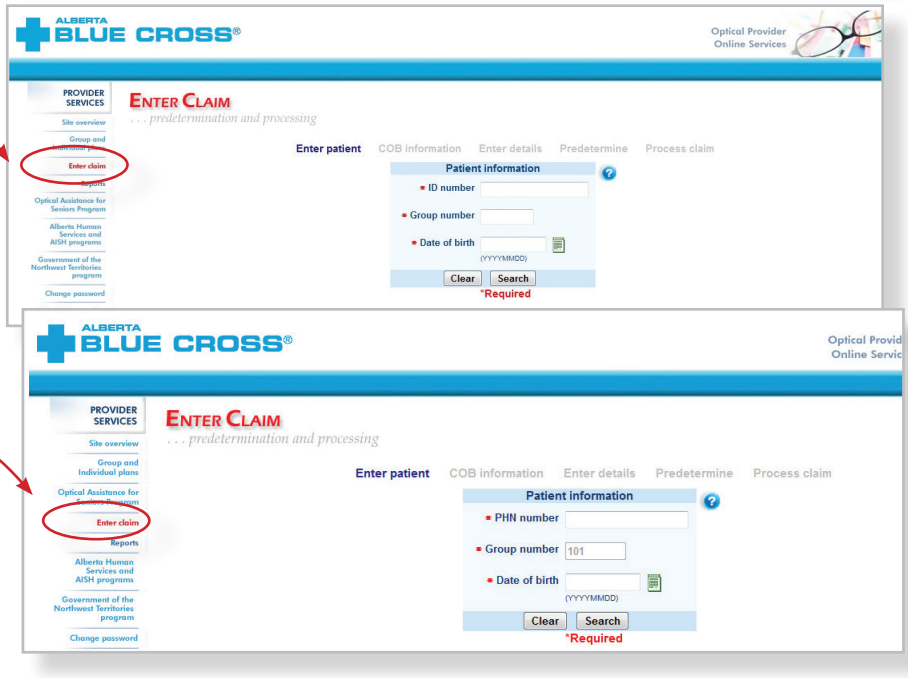
Easy steps to **submit and process a claim for group or individual plan members, or Optical Assistance for Seniors program**

1 Select the appropriate group: In the sidebar on the left, choose the coverage type for the member. The instructions in this section are for "Group and Individual plans" or "Optical Assistance for Seniors" claims.



2 Enter the patient's information: If you chose "Group and Individual plans" in the sidebar, navigate to the "Enter claim" menu option and enter the patient's ID number and group number exactly as they appear on their Alberta Blue Cross or ASEBP ID card. Then, ask the patient for his or her date of birth, enter the date and click the "Search" button.

If you chose "Optical Assistance for Seniors" in the sidebar, navigate to the "Enter claim" menu option and enter the patient's Personal Health Number (PHN) and date of birth and click the "Search" button.

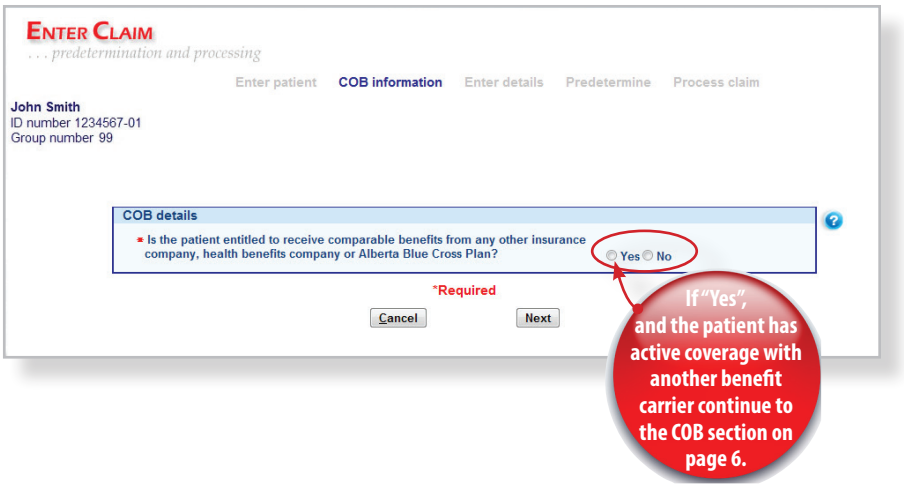


The remaining steps apply for both claim types.

3 Verify whether the patient has Coordination of Benefits: Confirm whether the patient has other active coverage and whether payment has been made by another benefit carrier or provincial plan.

If "No": continue to **next page**.

If "Yes": continue to **page 6**.


ENTER CLAIM
. . . predetermination and processing
Enter patient
COB information
Enter details
Predetermine
Process claim
John Smith
ID number 1234567-01
Group number 99
COB details
* Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan?
Yes
No
*Required
Cancel
Next
If "Yes", and the patient has active coverage with another benefit carrier continue to the COB section on page 6.

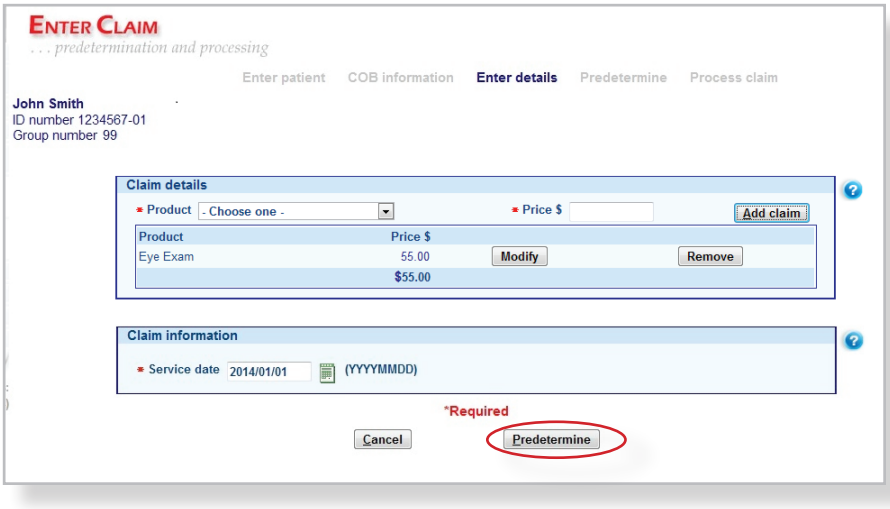
4 **Enter details:** Select a product, enter a price then click "Add claim." Repeat these steps for each product being considered.

When you are satisfied with the details you have entered, click the "Predetermine" button.

Please refer to article 4.4 in your Online Services Billing Agreement for more information regarding the service date.

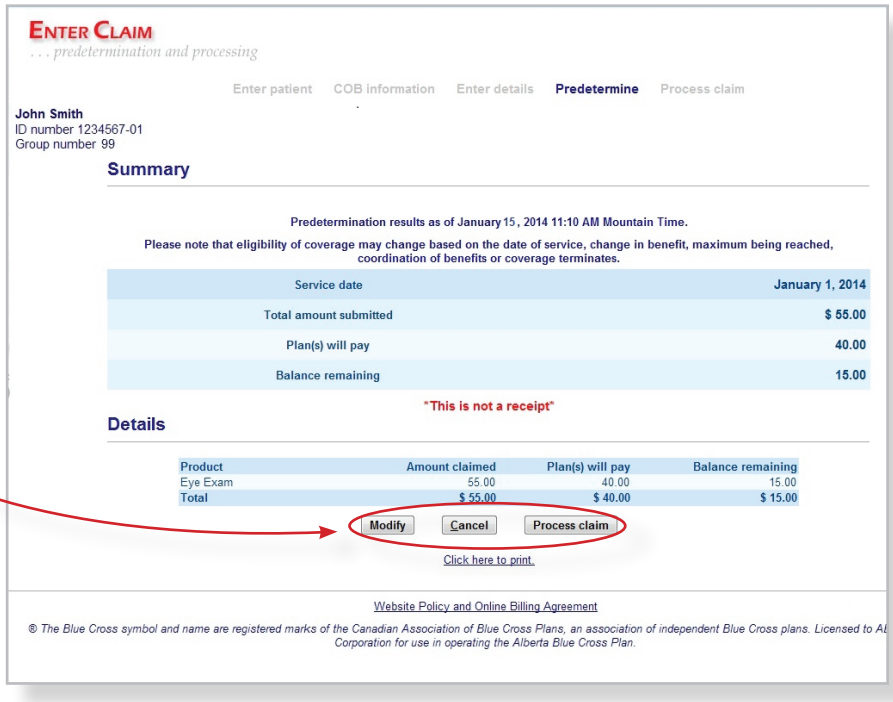
Note: There may be some circumstances when a claim cannot be processed electronically.

You will receive a notification on this screen and these claims will have to be submitted manually by the patient to Alberta Blue Cross.



5 **Predetermine:** This is a simple inquiry into the patient's benefit plan(s) to determine the coverage available.

You can click "Modify" to go back to step 2, "Cancel" to exit without saving or "Process claim" to submit the claim online to Alberta Blue Cross for immediate processing.

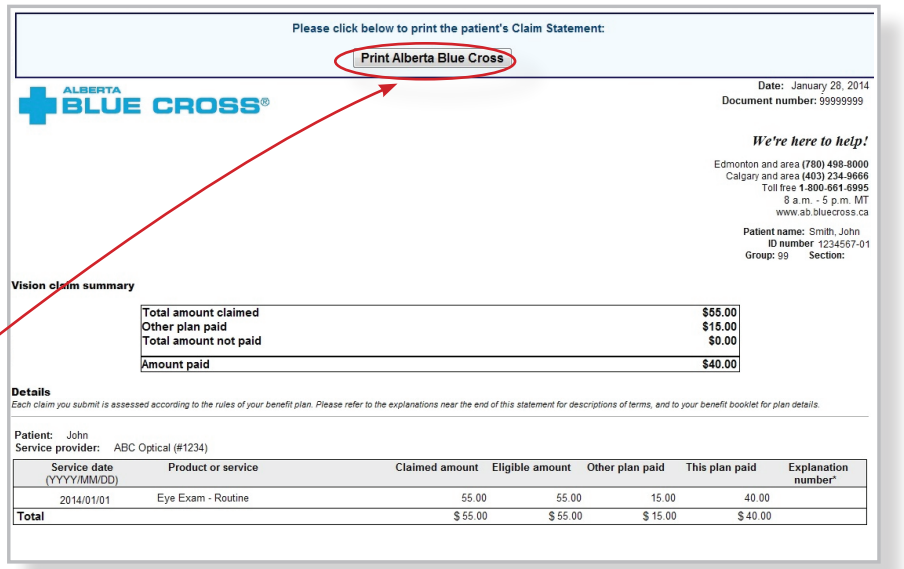


6 **Process claim:** You will receive a confirmation from Alberta Blue Cross within seconds of your submission.

A printable copy of the patient's Claim Statement is displayed.

7 **Print summary:** You must provide the patient with a printed copy of the Claim Statement.

Click the "Print" button located at the top of the screen.



Please click below to print the patient's Claim Statement:

Print Alberta Blue Cross

ALBERTA BLUE CROSS®

Date: January 28, 2014
Document number: 99999999

We're here to help!

Edmonton and area **(780) 498-8000**
Calgary and area **(403) 234-9666**
Toll free **1-800-661-6995**
8 a.m. - 5 p.m. MT
www.ab.bluecross.ca

Patient name: Smith, John
ID number 1234567-01
Group: 99 **Section:**

Vision claim summary

Total amount claimed	**$55.00**
Other plan paid	**$15.00**
Total amount not paid	**$0.00**
Amount paid	**$40.00**

Details

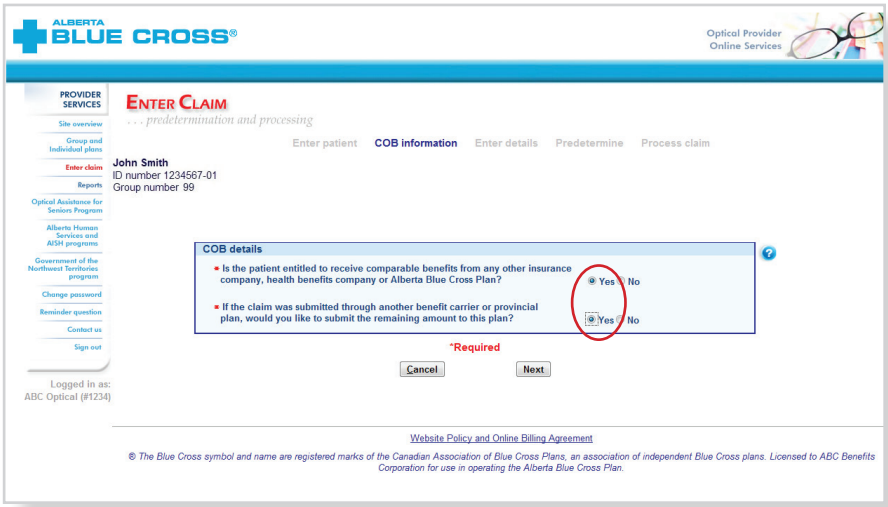
Each claim you submit is assessed according to the rules of your benefit plan. Please refer to the explanations near the end of this statement for descriptions of terms, and to your benefit booklet for plan details.

Patient: John
Service provider: ABC Optical (#1234)

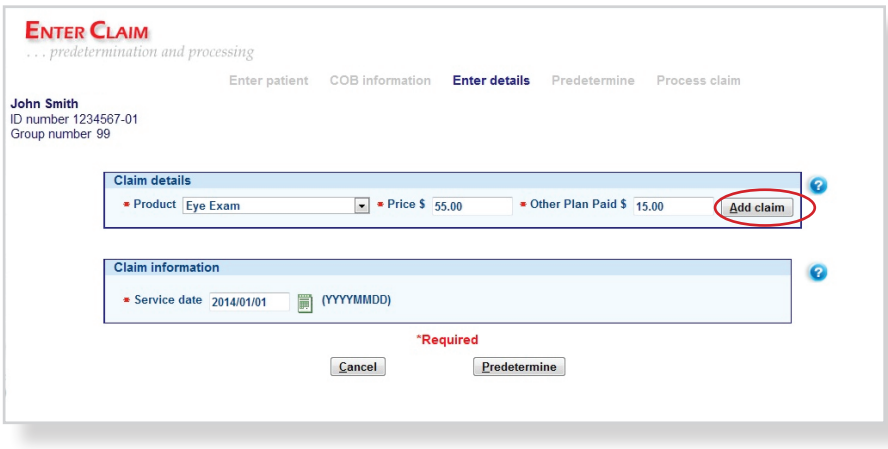
Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2014/01/01	Eye Exam - Routine	55.00	55.00	15.00	40.00	
Total		$ 55.00	$ 55.00	$ 15.00	$ 40.00	

Easy steps for online submission with
Coordination of Benefits between Alberta Blue Cross and another benefit carrier

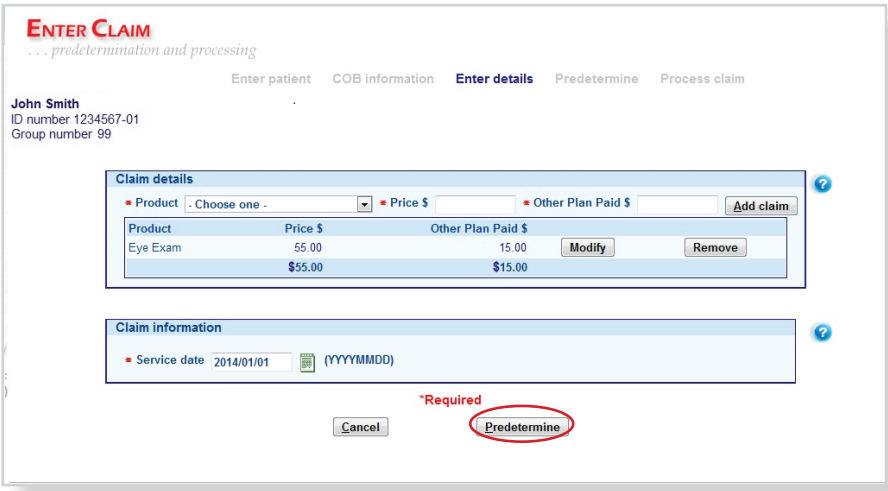
1 **Enter details:** Click "yes" if a portion of this claim has already been paid by another benefit carrier and if you would like to submit the remaining amount to this plan.


ALBERTA BLUE CROSS®
Optical Provider Online Services
PROVIDER SERVICES
Site overview
Group and Individual plans
Enter claim
Reports
Optical Assistance for Seniors Program
Alberta Human Services and AISH programs
Government of the Northwest Territories program
Change password
Reminder question
Contact us
Sign out
Logged in as: ABC Optical (#1234)
ENTER CLAIM
. . . predetermination and processing
Enter patient COB information Enter details Predetermine Process claim
John Smith
ID number 1234567-01
Group number 99
COB details
* Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan? Yes No
* If the claim was submitted through another benefit carrier or provincial plan, would you like to submit the remaining amount to this plan? Yes No
*Required
Cancel
Next
Website Policy and Online Billing Agreement
® The Blue Cross symbol and name are registered marks of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross plans. Licensed to ABC Benefits Corporation for use in operating the Alberta Blue Cross Plan.

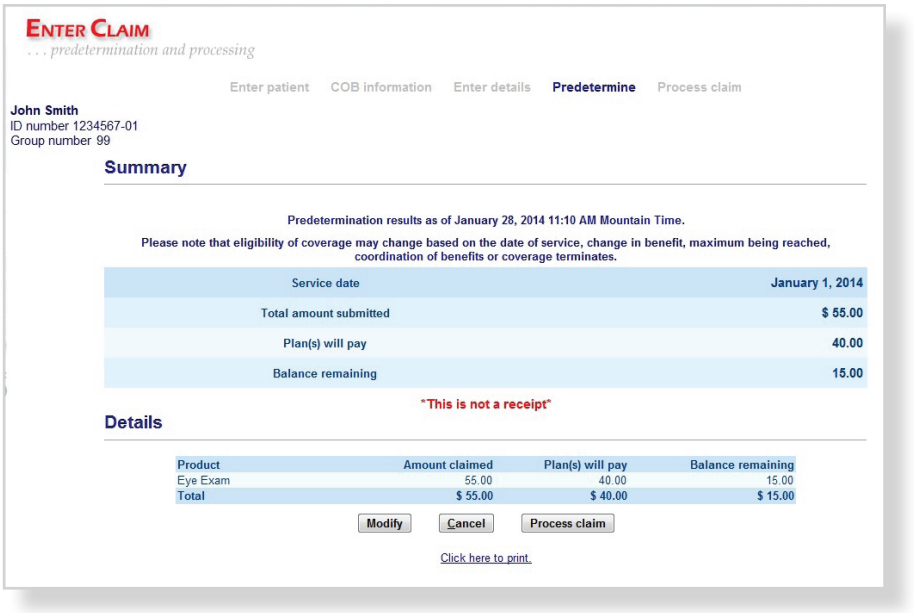
2 **Enter the amount paid** by the other benefit carrier for each claim line. If payments have been made by two or more other benefit carriers, combine the amount paid and enter one total for each claim line and click "add claim".


ENTER CLAIM
. . . predetermination and processing
Enter patient COB information Enter details Predetermine Process claim
John Smith
ID number 1234567-01
Group number 99
Claim details
* Product Eye Exam * Price $ 55.00 * Other Plan Paid $ 15.00 Add claim
Claim information
* Service date 2014/01/01 (YYYYMMDD)
*Required
Cancel
Predetermine

Repeat the same process until all lines have been entered, then click "Predetermine".


ENTER CLAIM
. . . predetermination and processing
Enter patient COB information Enter details Predetermine Process claim
John Smith
ID number 1234567-01
Group number 99
Claim details
* Product - Choose one - * Price $ * Other Plan Paid $ Add claim
Product Price $ Other Plan Paid $
Eye Exam 55.00 15.00 Modify Remove
$55.00 $15.00
Claim information
* Service date 2014/01/01 (YYYYMMDD)
*Required
Cancel
Predetermine

3 **Process claim:** You will receive a confirmation from Alberta Blue Cross within seconds of your submission.



ENTER CLAIM
. . . predetermination and processing

Enter patient | COB information | Enter details | **Predetermine** | Process claim

John Smith
ID number 1234567-01
Group number 99

Summary

Predetermination results as of January 28, 2014 11:10 AM Mountain Time.

Please note that eligibility of coverage may change based on the date of service, change in benefit, maximum being reached, coordination of benefits or coverage terminates.

Service date	January 1, 2014
Total amount submitted	$ 55.00
Plan(s) will pay	40.00
Balance remaining	15.00

This is not a receipt

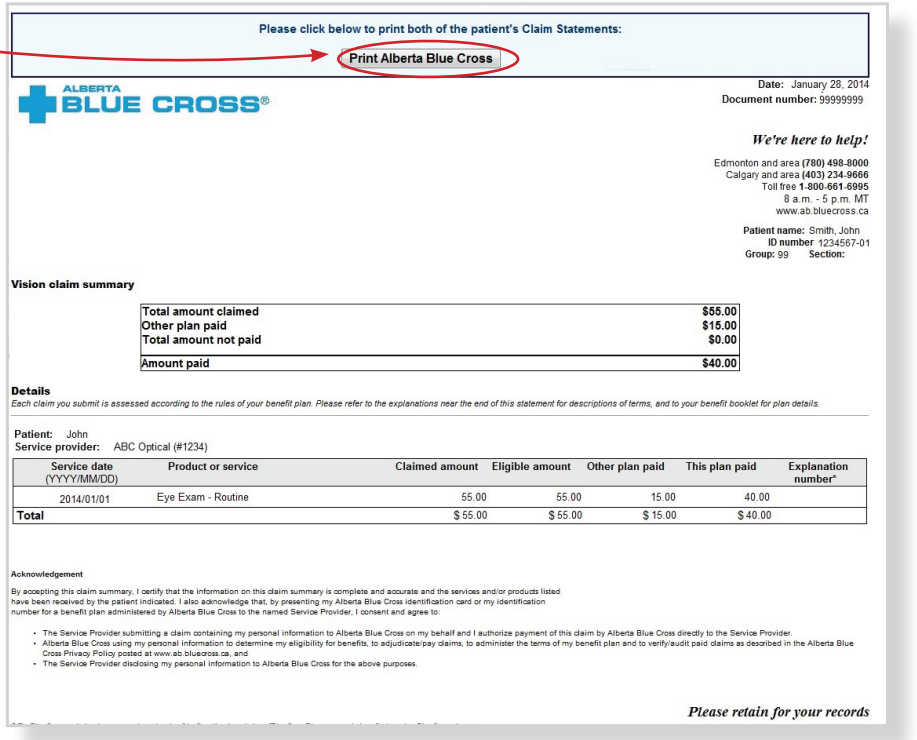
Details

Product	Amount claimed	Plan(s) will pay	Balance remaining
Eye Exam	55.00	40.00	15.00
Total	$ 55.00	$ 40.00	$ 15.00

Modify | Cancel | Process claim

Click here to print.

4 **Print summary:** A printable copy of the patient's Claim Statement is displayed. Click the "Print" command on the screen. You must provide the patient with a printed copy of the Claim Statement.



Please click below to print both of the patient's Claim Statements:

Print Alberta Blue Cross

ALBERTA BLUE CROSS®

Date: January 28, 2014
Document number: 99999999

We're here to help!

Edmonton and area **(780) 498-8000**
Calgary and area **(403) 234-9666**
Toll free **1-800-661-6995**
8 a.m. - 5 p.m. MT
www.ab.bluecross.ca

Patient name: Smith, John
ID number 1234567-01
Group: 99 **Section:**

Vision claim summary

Total amount claimed	**$55.00**
Other plan paid	**$15.00**
Total amount not paid	**$0.00**
Amount paid	**$40.00**

Details

Each claim you submit is assessed according to the rules of your benefit plan. Please refer to the explanations near the end of this statement for descriptions of terms, and to your benefit booklet for plan details.

Patient: John
Service provider: ABC Optical (#1234)

Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2014/01/01	Eye Exam - Routine	55.00	55.00	15.00	40.00	
Total		$ 55.00	$ 55.00	$ 15.00	$ 40.00	

Acknowledgement

By accepting this claim summary, I certify that the information on this claim summary is complete and accurate and the services and/or products listed have been received by the patient indicated. I also acknowledge that, by presenting my Alberta Blue Cross identification card or my identification number for a benefit plan administered by Alberta Blue Cross to the named Service Provider, I consent and agree to:

- The Service Provider submitting a claim containing my personal information to Alberta Blue Cross on my behalf and I authorize payment of this claim by Alberta Blue Cross directly to the Service Provider.
- Alberta Blue Cross using my personal information to determine my eligibility for benefits, to adjudicate/pay claims, to administer the terms of my benefit plan and to verify/audit paid claims as described in the Alberta Blue Cross Privacy Policy posted at www.ab.bluecross.ca, and
- The Service Provider disclosing my personal information to Alberta Blue Cross for the above purposes.

Please retain for your records

Easy steps to **access reports**

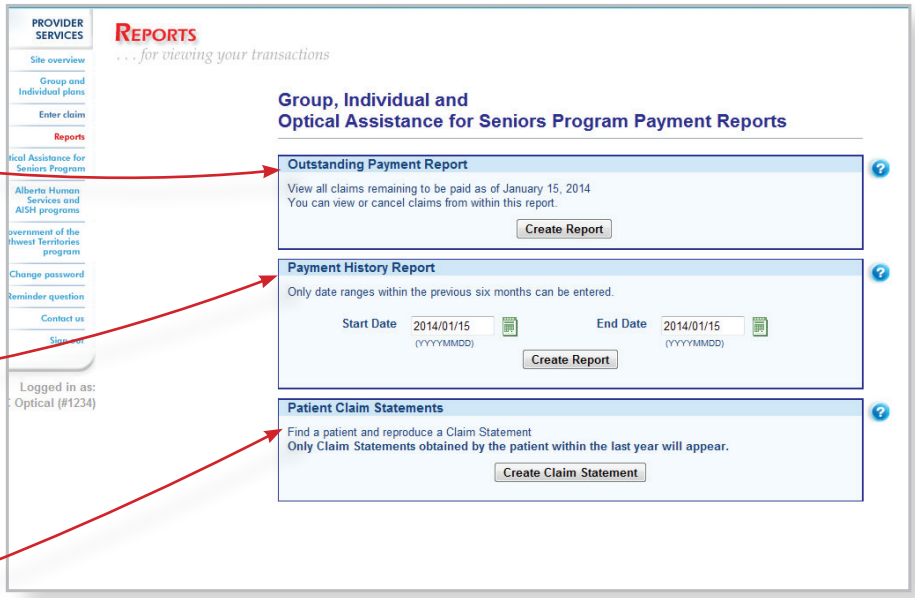
for group or individual plan members, or Optical Assistance for Seniors program

1 **Reports:** This screen allows you to pull up all claims waiting to be paid, history of settled claims and individual statements.

Outstanding Payment Report: Alberta Blue Cross will make payments to your office once every two weeks. The Outstanding Payment Report lists all transactions that are remaining to be paid, and allows you to cancel a claim.

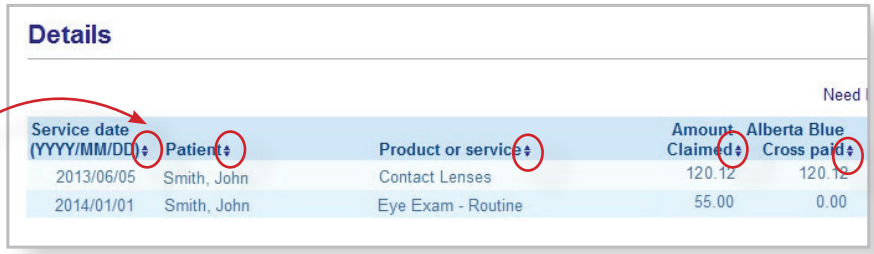
Payment History Report: Once the transactions have been paid, they will be removed from the "Outstanding Payment Report" and will appear on the "Payment History Report". You can view payment history for the last six months.

Patient Claim Statements: This allows you to print a copy of the patient claim statements.



Note:

Sort: For the Outstanding Payment Report, you can sort the column by clicking on the double headed arrow, located beside the column title.



Help: For additional information, click on the help button (blue button with a question mark). The help button has answers to questions that are frequently asked about the section.

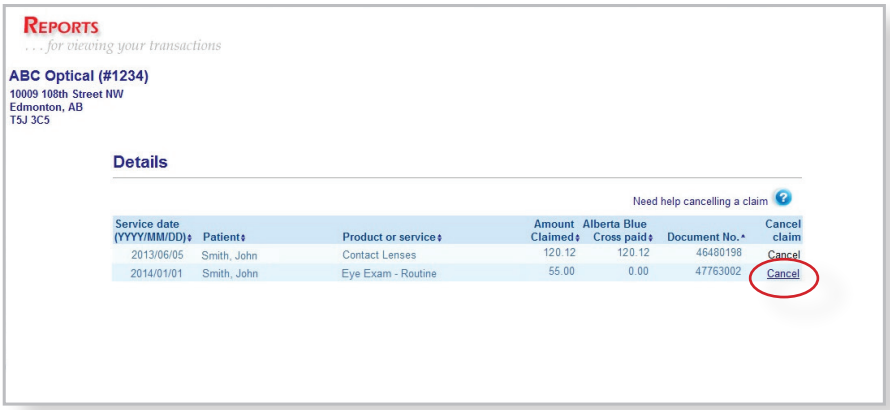
Easy steps to **cancel a claim**

for group or individual plan members, or Optical Assistance for Seniors program

1 **Report:** Create an Outstanding Payment Report.

PROVIDER SERVICES
Site overview
Group and Individual plans
Enter claim
Reports
Optical Assistance for Seniors Program
Alberta Human Services and AISH programs
Government of the Northwest Territories program
REPORTS
. . . for viewing your transactions
Group, Individual and
Optical Assistance for Seniors Program Payment Reports
Outstanding Payment Report
View all claims remaining to be paid as of January 15, 2014
You can view or cancel claims from within this report.
Create Report

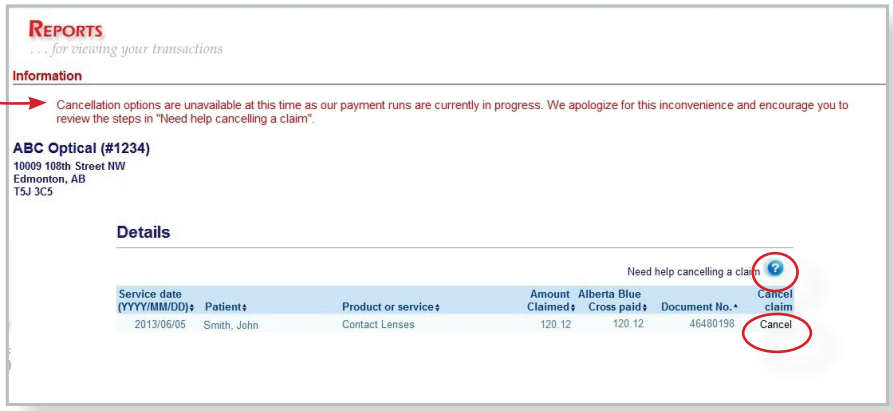
2 **Cancel:** To cancel a claim, click the hyperlink.


REPORTS
. . . for viewing your transactions
ABC Optical (#1234)
10009 108th Street NW
Edmonton, AB
T5J 3C5
Details
Need help cancelling a claim
Service date (YYYY/MM/DD) Patient Product or service Amount Claimed Alberta Blue Cross paid Document No. Cancel claim
2013/06/05 Smith, John Contact Lenses 120.12 120.12 46480198 Cancel
2014/01/01 Smith, John Eye Exam - Routine 55.00 0.00 47763002 Cancel

Note:

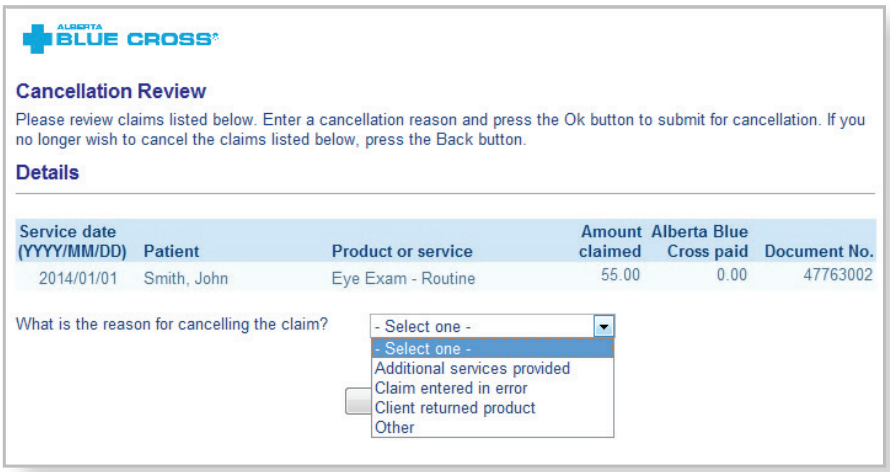
If a payment run is in progress, you will receive notification that the claim cannot be cancelled.

If the cancellation hyperlink is inactive, either the payment run is in progress or the document has exceeded the cancellation timeframe and the claim cannot be cancelled online. Please refer to the help icon for further instructions about how to cancel your claim.

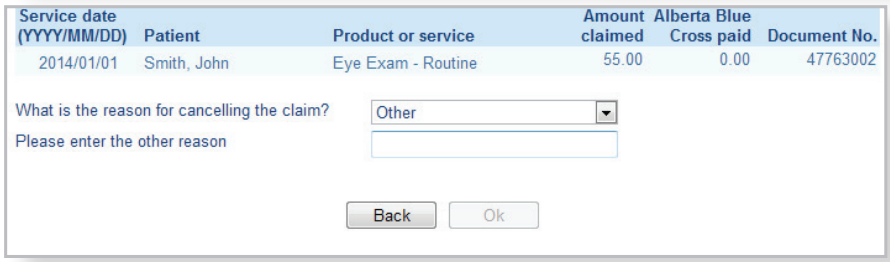

REPORTS
. . . for viewing your transactions
Information
Cancellation options are unavailable at this time as our payment runs are currently in progress. We apologize for this inconvenience and encourage you to review the steps in "Need help cancelling a claim".
ABC Optical (#1234)
10009 108th Street NW
Edmonton, AB
T5J 3C5
Details
Need help cancelling a claim
Service date (YYYY/MM/DD) Patient Product or service Amount Claimed Alberta Blue Cross paid Document No. Cancel claim
2013/06/05 Smith, John Contact Lenses 120.12 120.12 46480198 Cancel

3 **Cancellation review:** If you choose to cancel a claim, you will be asked for the reason. A drop down-menu lists common reasons.

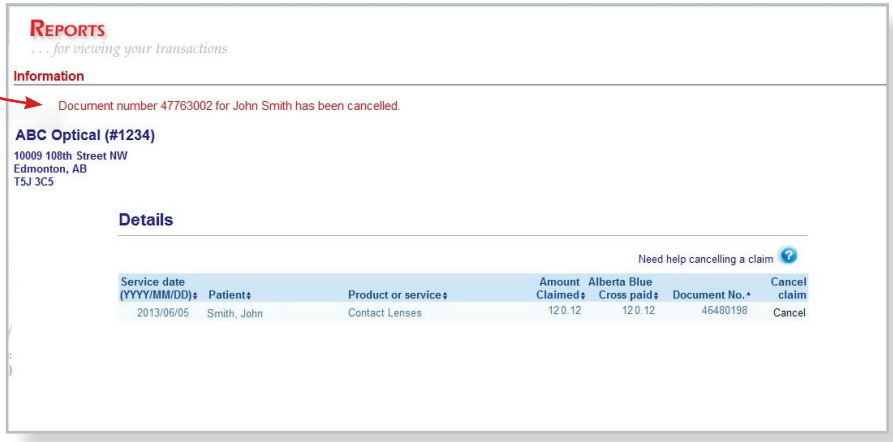
When cancelling a claim, all claims associated with the document number must be cancelled.


ALBERTA BLUE CROSS
Cancellation Review
Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.
Details
Service date (YYYY/MM/DD)
Patient
Product or service
Amount claimed
Alberta Blue Cross paid
Document No.
2014/01/01
Smith, John
Eye Exam - Routine
55.00
0.00
47763002
What is the reason for cancelling the claim?
- Select one -
- Select one -
Additional services provided
Claim entered in error
Client returned product
Other

If you select "Other", please provide the reason.



4 **Cancellation:** Once a claim has successfully been cancelled, red text appears at the top of the screen as confirmation.

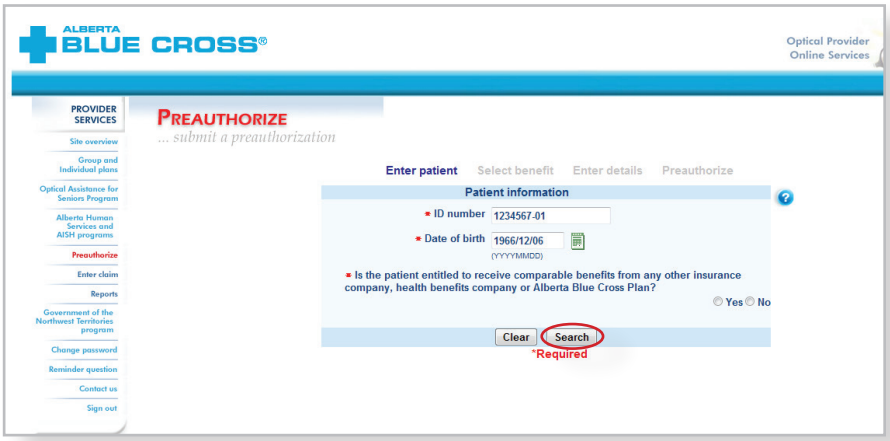


Easy steps to **submit and process a claim for Alberta Human Services**

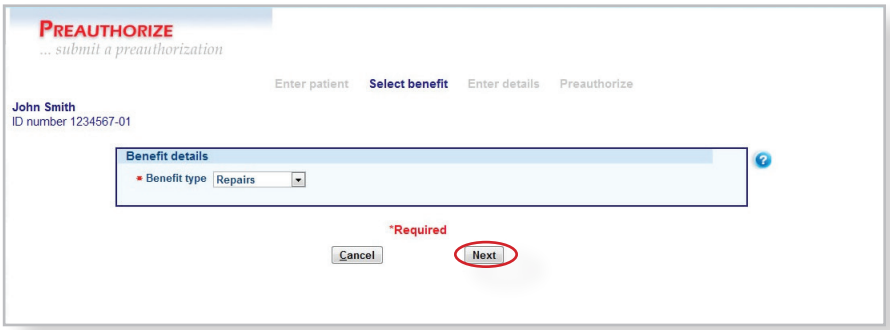
Preauthorizing benefits

1 **Enter the patient's information:** Choose "Alberta Human Services and AISH programs" in the sidebar on the left. Navigate to the "Preauthorize" menu option and enter the patient's ID number and date of birth exactly as it appears on their ID card.

Answer the question about Coordination of Benefits information and click the "Search" button.



2 **Select benefit:** Choose a benefit type from the drop-down menu and select "Next".

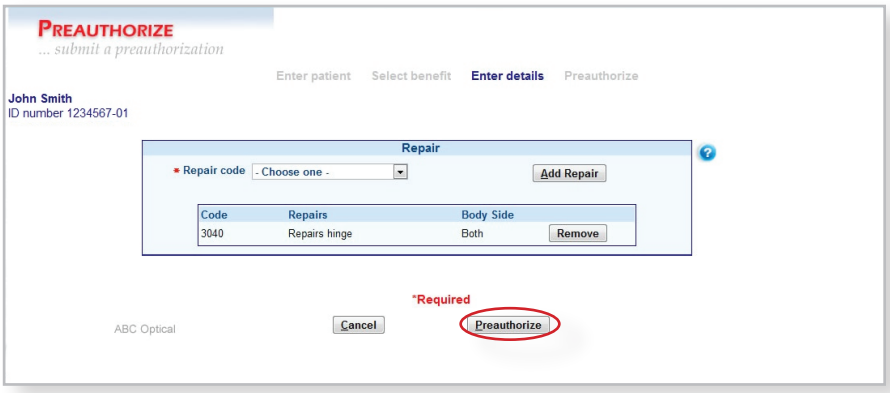


3 **Enter details:** Choose the applicable product code from the drop-down menu. If required, please include prescription information.

You will be asked to enter the applicable information. For example, if you are claiming a lens, you will choose the body side, lens code and vision code.

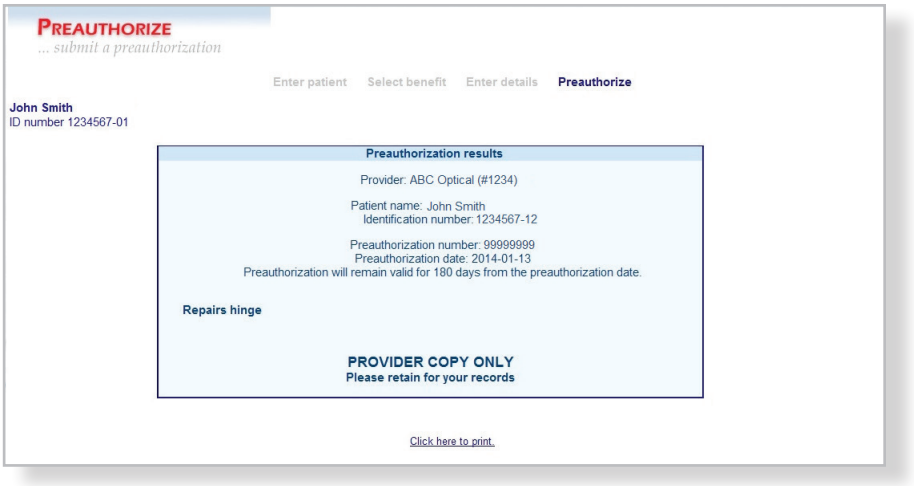
When entering the prescription details with positive values, the plus (+) sign is not required.

Click the "Preauthorize" button.



4 **Preauthorize:** This is the screen where you will be provided the preauthorization results. You can print this page or find the preauthorization result in the reports section.

If a claim has been approved on an exception basis by the program sponsor, one of the Health Services Provider Relations representatives will contact you to set up the preauthorization. Please submit a fully completed claim form once the claim has been authorized.

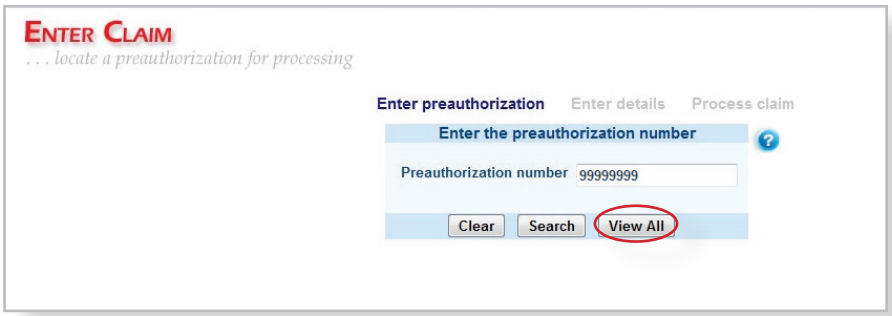


Note:

Preauthorizations are valid for 180 days.

Entering claims

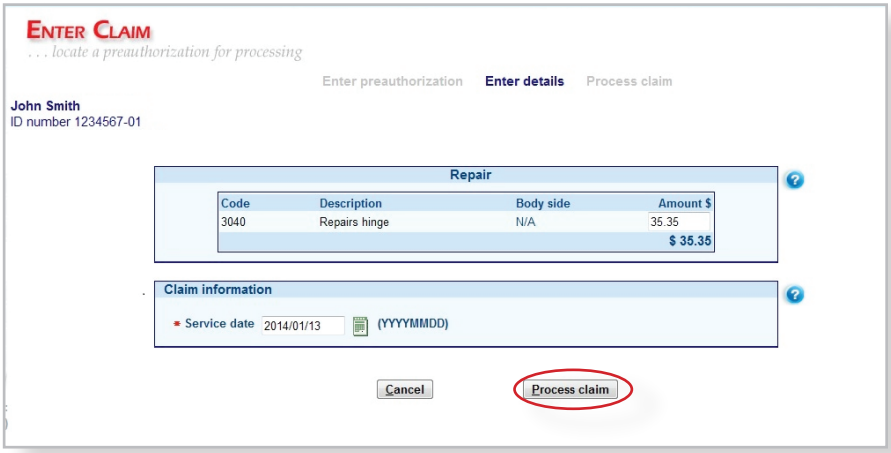
1 **Enter the preauthorization number** in the field provided. To view all preauthorizations affiliated with your office, simply select "View All."



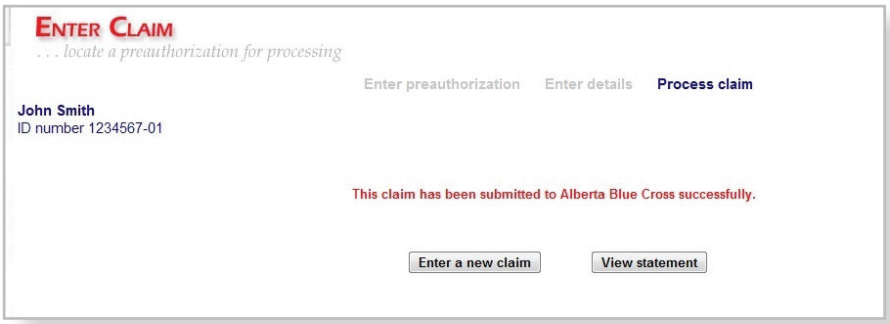
2 **Enter details:** Your preauthorized claim details will be populated in the "Enter Claim" screen. If there are additional products, select the product code and body side. Then, click "Add product." Repeat these steps for each product being added.

Some products may require medical information for eligibility. From the drop-down menu, choose the patient's applicable medical condition.

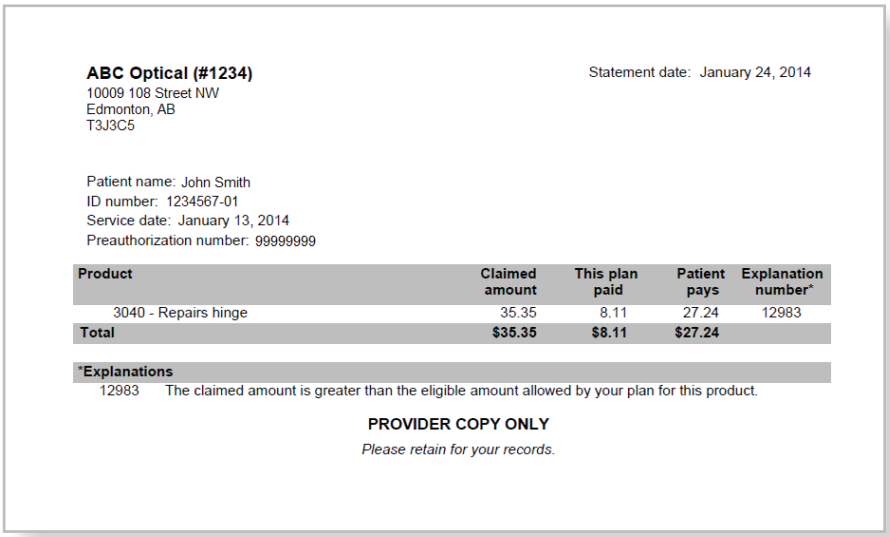
Once all products have been selected, enter the corresponding amounts. Click the "Process Claim" button.



3 **Process claim:** Once the claim has been processed, you will receive notification that the claim has been successfully submitted.



4 **View claim statement:** You will receive confirmation of your submission. You may save a copy for your records.



ABC Optical (#1234)
10009 108 Street NW
Edmonton, AB
T3J3C5

Statement date: January 24, 2014

Patient name: John Smith
ID number: 1234567-01
Service date: January 13, 2014
Preauthorization number: 99999999

Product	Claimed amount	This plan paid	Patient pays	Explanation number*
3040 - Repairs hinge	35.35	8.11	27.24	12983
Total	**$35.35**	**$8.11**	**$27.24**	

***Explanations**
12983 The claimed amount is greater than the eligible amount allowed by your plan for this product.

PROVIDER COPY ONLY
Please retain for your records.

Easy steps to **access reports for Alberta Human Services**

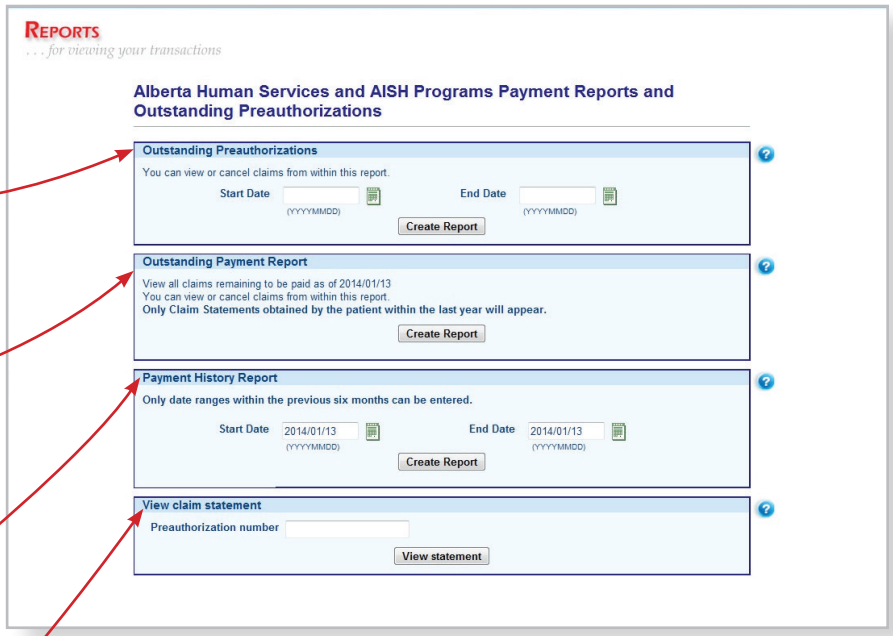
1 **Reports:** This screen allows you to view all outstanding preauthorizations, claims waiting to be paid, history of settled claims and individual statements.

Outstanding Preauthorization Report: The Outstanding Preauthorization Report lists all outstanding preauthorizations submitted by your office.

Outstanding Payment Report: Alberta Blue Cross will make payments to your office once every two weeks. The Outstanding Payment Report lists all transactions that are remaining to be paid, and allows you to cancel a claim.

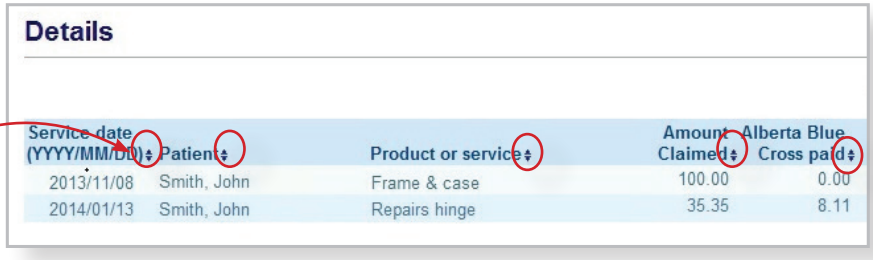
Payment History Report: Once the transactions have been paid, they will be removed from the "Outstanding Payment Report" and will appear on the "Payment History Report". You can view payment history for the last six months.

Patient Claim Statements: This allows you to print a copy of the patient claim statements.


REPORTS
. . . for viewing your transactions
Alberta Human Services and AISH Programs Payment Reports and Outstanding Preauthorizations
Outstanding Preauthorizations
You can view or cancel claims from within this report.
Start Date
End Date
(YYYYMMDD)
Create Report
Outstanding Payment Report
View all claims remaining to be paid as of 2014/01/13
You can view or cancel claims from within this report.
Only Claim Statements obtained by the patient within the last year will appear.
Create Report
Payment History Report
Only date ranges within the previous six months can be entered.
2014/01/13
Create Report
View claim statement
Preauthorization number
View statement

Note:

Sort: This is currently available for Outstanding Payment Reports. You can sort the column by clicking on the double headed arrow located beside the column title.



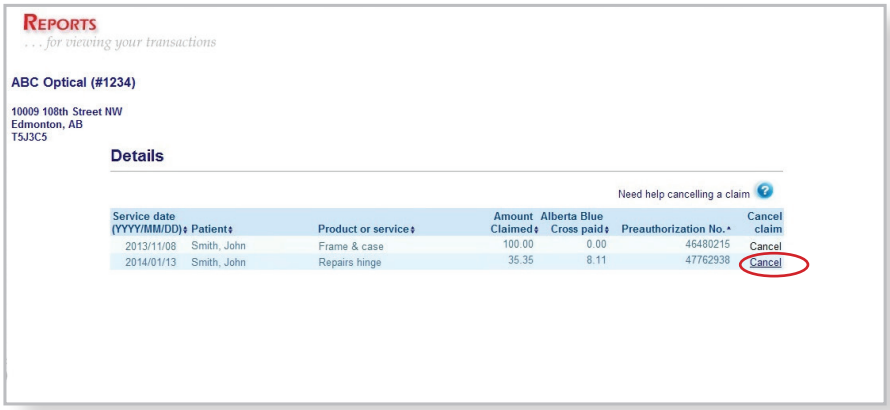
Help: For additional information, click on the help button (blue button with a question mark). The help button has answers to questions that are frequently asked about the section.

Easy steps to **cancel a claim for Alberta Human Services**

1 **Report:** Create an Outstanding Payment Report.

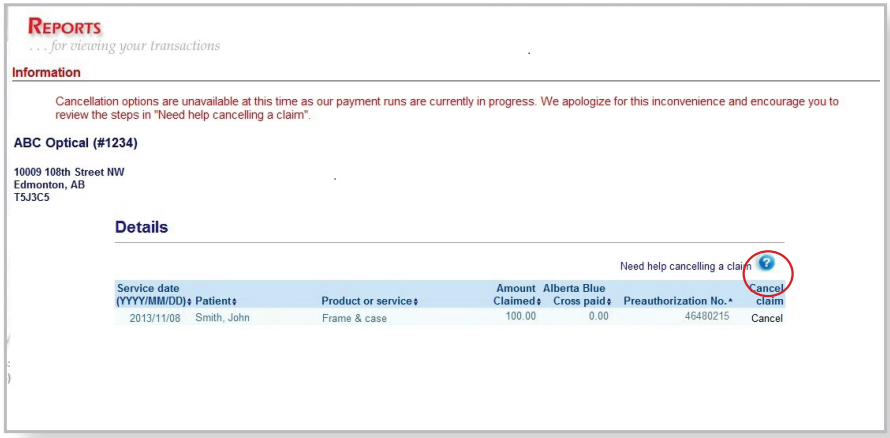
Outstanding Payment Report
View all claims remaining to be paid as of 2014/01/13
You can view or cancel claims from within this report.
Only Claim Statements obtained by the patient within the last year will appear.
Create Report

2 **Cancel:** To cancel a claim, click the hyperlink.


REPORTS
. . . for viewing your transactions
ABC Optical (#1234)
10009 108th Street NW
Edmonton, AB
T5J3C5
Details
Need help cancelling a claim
Service date (YYYY/MM/DD) Patient Product or service Amount Claimed Alberta Blue Cross paid Preauthorization No. Cancel claim
2013/11/08 Smith, John Frame & case 100.00 0.00 46480215 Cancel
2014/01/13 Smith, John Repairs hinge 35.35 8.11 47762938 Cancel

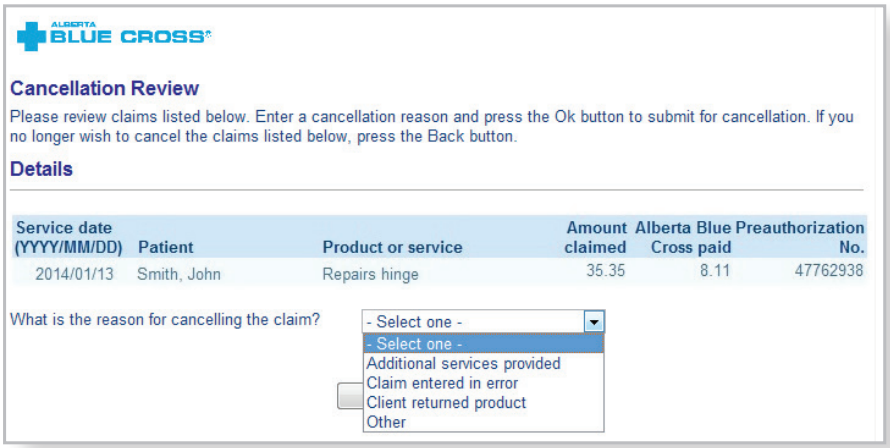
Note:

If the cancellation hyperlink is inactive, either the document has exceeded the cancellation timeframe or the payment run is in progress and the claim cannot be cancelled online. If a payment run is in progress, you will receive a red text notification. Please refer to the help icon for further instructions about how to cancel your claim.

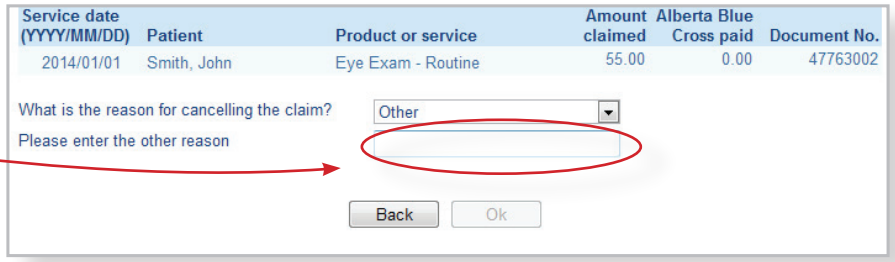

REPORTS
. . . for viewing your transactions
Information
Cancellation options are unavailable at this time as our payment runs are currently in progress. We apologize for this inconvenience and encourage you to review the steps in "Need help cancelling a claim".
ABC Optical (#1234)
10009 108th Street NW
Edmonton, AB
T5J3C5
Details
Need help cancelling a claim
Service date (YYYY/MM/DD) Patient Product or service Amount Claimed Alberta Blue Cross paid Preauthorization No. Cancel claim
2013/11/08 Smith, John Frame & case 100.00 0.00 46480215 Cancel

3 **Cancellation Review:** If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists common reasons.

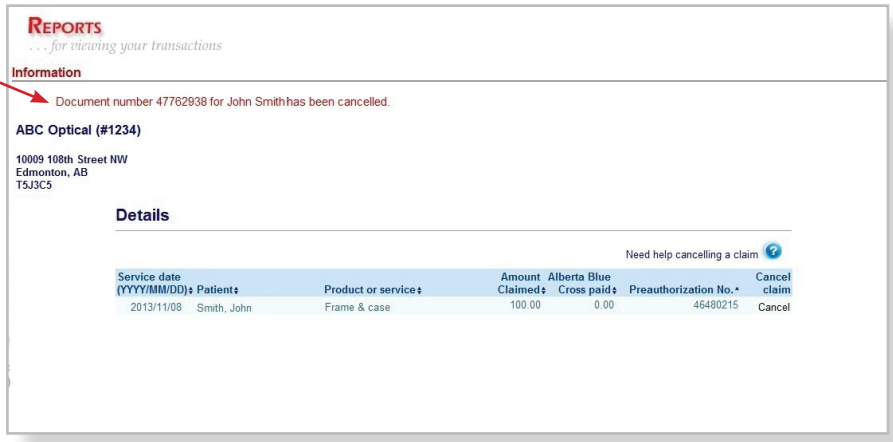
When cancelling a claim, all claims associated with the document number must be cancelled.



If you select "other", please provide the reason.



4 **Cancellation:** Once a claim has successfully been cancelled, red text appears at the top of the screen as confirmation.



Note:

Cancelling a claim does not cancel a preauthorization associated with the claim. The preauthorization must be cancelled separately, or it can be used to process a new claim.

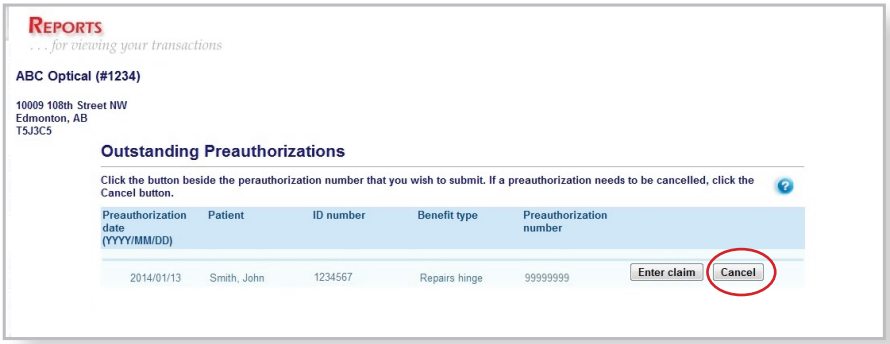
Easy steps to **cancel a preauthorization for Alberta Human Services**

1 **Report:** Create an Outstanding Preauthorization Report by entering the date range.

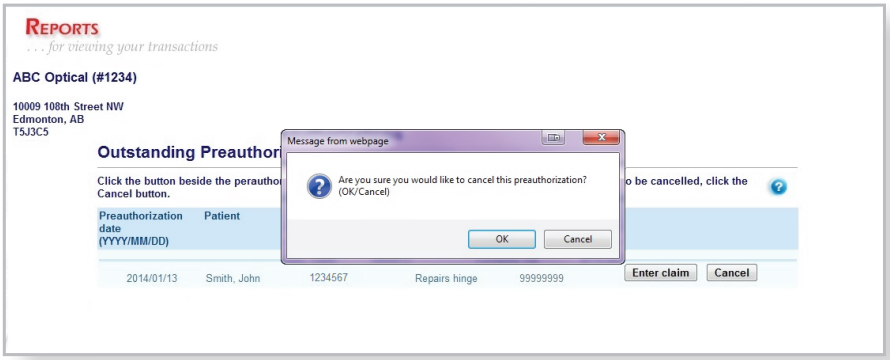
2 **Cancel:** Select the preauthorization number and click "cancel".

Note:

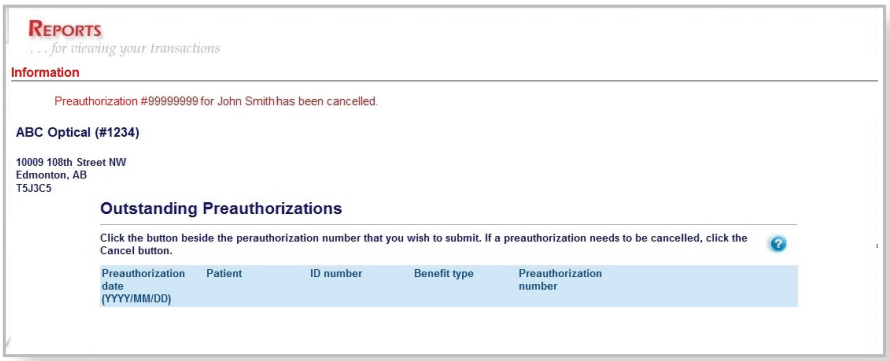
A preauthorization cannot be cancelled if any associated claims are still active.



3 **Confirm:** You will be asked to confirm that you want to cancel the preauthorization.



4 **Cancellation:** A message is displayed at the top of the screen when the preauthorization has been cancelled successfully.


REPORTS
. . . for viewing your transactions
Information
Preauthorization #99999999 for John Smith has been cancelled.
ABC Optical (#1234)
10009 108th Street NW
Edmonton, AB
T5J3C5
Outstanding Preauthorizations
Click the button beside the perauthorization number that you wish to submit. If a preauthorization needs to be cancelled, click the Cancel button.
Preauthorization date (YYYY/MM/DD)
Patient
ID number
Benefit type
Preauthorization number

Technical information

Using the Optical Services Provider web site, an Internet connection and your browser, you can submit claims online at your convenience. Most computer systems today have everything required to use this web site successfully.

We're serious about privacy and security

The confidentiality of your records is very important—to you, and to us. You are responsible for your login ID and password. They are intended for your office's use only. We protect your information in various ways, including

- encrypting all information;
- securely delivering your login ID and password;
- denying access to web site users after five consecutive unsuccessful sign-in attempts;
- automatically signing site users out after 30 minutes of inactivity; and
- requiring written authorization before granting access to the Optical Services Provider web site.

ALBERTA BLUE CROSS®

Contact us

For more information about access to the Optical Provider web site, contact Alberta Blue Cross Health Services Provider Relations at

- **780-498-8083** (Edmonton and area),
- toll free at **1-800-588-1195** (all other areas), or
- e-mail at **healthinq@ab.bluecross.ca.**

http://provider.ab.bluecross.ca/optical

The online claims submission system is available Monday to Sunday, 8 a.m. to 9:30 p.m. Mountain Time.

Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. Mountain Time.

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